



Date: March 24, 2020

**Re: Lordco's Response to the Coronavirus (COVID-19) Outbreak**

The Coronavirus is having a profound effect on our way of life impacting our families, lifestyle, daily routines and our work environment. From social distancing measures to periods of self-isolation, all of you have first-hand experience of the measures we're undertaking to stop the spread of the virus in Canada.

At Lordco Auto Parts we have always considered the health and well-being of our valued customers and employees a top priority and are aware we have an important role in providing essential supplies to our customers and communities who serve those who keep our communities safe. This ranges from vehicles used by emergency services personnel, health care workers and care providers to vehicles and equipment used by public works, internet and phone providers, tow truck operators, garbage trucks and home delivery services, all of those doing their part to ensure our communities remain safe, protected and operational. As we steer our way through the COVID-19 pandemic together, we want you to know what we are doing to keep our customers and our staff safe.

We have formed a Business Continuity Team that meets daily to ensure we are implementing the latest directives from the Federal and Provincial Governments. We are constantly reassessing the precautions being taken and looking for ways to do more. To date, the following changes have been implemented at our stores and warehouses:

- Cleaning and sanitization protocols have increased significantly. Stores are being cleaned hourly or more, including all high-touch surfaces like door handles, phones, counters, and delivery vehicles.
- Staff are washing their hands frequently and wiping down tills after every transaction.
- We are encouraging physical distancing in all stores by providing social distancing recommendations with signage at our front doors and check outs.
- We are asking customers to stand behind the yellow tape placed on the floor in front of the counters to allow a safe distance between our team and the general public.
- To minimize in-store visits, our installer customers are being asked to use our online parts ordering system.

Beginning March 24, all Lordco store locations will be reducing hours to 8am - 6pm Monday to Friday and 9am - 5pm Saturday and Sunday. We are also placing a limit on the number of customers in the stores at one time. These changes will allow for better physical distancing and ensure stores can remain clean and safe for everyone.

Please know that we are closely monitoring the ongoing situation and we want to assure our customers that we will continue to provide you with the essential goods you require as long as we are able to do so in a manner safe for both you and our employees.

Thank you for trusting Lordco with your automotive needs, together we will get through this.

**For more information about COVID-19, please visit [www.healthlinkbc.ca](http://www.healthlinkbc.ca) and [www.who.int](http://www.who.int)**